



UPDATED FEBRUARY 2022

CANDIDATE HANDBOOK AND APPLICATION

Certified Healthcare
Administrative Professional



ASSOCIATION FOR HEALTHCARE
**ADMINISTRATIVE
PROFESSIONALS**



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A. Introduction to the cHAP Certification

The Certified Healthcare Administrative Professional (cHAP) certification provides a measure of proficiency for administrative professionals who work within healthcare organizations. cHAP designees are recognized as having superior skills, knowledge and experience within the field of healthcare administration. Those who pass the cHAP examination, are granted use of the cHAP designation by the Association for Healthcare Administrative Professionals (AHCAP). cHAP certification must be renewed every three years.

AHCAP is fully committed to ensuring that cHAP remains the most respected designation in the healthcare administration field by maintaining a credible and relevant certification program. As the industry changes, outdated exam questions are removed, and new questions are incorporated.

This handbook has been created to assist healthcare administrative professionals who are interested in applying for cHAP certification. Please follow the guidelines outlined in this handbook and comply with the published deadlines to avoid problems with the processing of your application.

***WE RECOMMEND THAT YOU KEEP THIS HANDBOOK FOR
REFERENCE THROUGHOUT THE APPLICATION PROCESS***

B. Knowledge

This Handbook explains the components of the cHAP examination and is not a complete list of references/questions included in the exam. The cHAP is a competency exam which measures the applicant's existing skills and industry knowledge based on their education, professional experience and elective activities. It is scored on a pass/fail basis, with a score of 75% or higher resulting in a pass.

The purpose of the information in this handbook is to show the range and types of questions on the cHAP exam and the exam process. There is not a complete study guide. For a list of exam references, sample questions and a body of knowledge, please see Appendix A.

Exam questions measure the candidate's knowledge in five areas of administrative experience:

Clerical	18%
Grammar	15%
Healthcare Governance	22%
Healthcare Regulatory	22%
Software	22%

C. Eligibility Requirements

To be eligible to sit for the cHAP exam, candidates must meet certain requirements in education, professional experience and elective activities and be able to provide proof of these achievements. Depending on the candidate's background, requirements may be met in a traditional manner or on a fast track.

1. Fast Track Program

The Fast Track Program is designed to accelerate the seasoned administrative professional's process to sit for the cHAP exam. Fast Track candidates must:

- Have been an administrative professional in a healthcare setting for seven (7) or more consecutive years; and
- Hold an associate degree or higher from an accredited college or university; and
- Have been a member in good standing with AHCAP for at least five (5) years; and
- Currently be a member in good standing with AHCAP.

B. Traditional Program

The Traditional program is designed for candidates who can confirm that they meet criteria in three categories: education, professional experience and elective activities; for a minimum total of 100 points. Points are earned as follows:

Professional Experience		<i>Professional Experience in a healthcare setting or with a service provider to the healthcare industry, with at least 50% of job duties dedicated to administration. Verification of professional experience is required in the form of a letter of confirmation from your immediate manager or human resources administrator that you:</i>
Have 12 to 35 months of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration	35 points	
Have 36 to 60 months of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration	50 points	
Have more than five years of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration	65 points	
Education		<i>Education have earned a high school diploma or GED; hold an associate, baccalaureate or higher degree from an accredited college or university. A copy of your degree, diploma or certificate shall be required confirming that you:</i>
Hold a baccalaureate degree or higher from an accredited college or university	30 points	
Have an associate degree from an accredited college or university	20 points	
Have earned a high school diploma or GED	10 points	
Have earned college credit through AHCAP's preferred education providers or another accredited secondary education provider	1 point per credit hour	
Elective Activities		<i>Elective Activities includes courses, conference attendance, training programs, leadership experience, AHCAP membership and the like. Verification is required in the form of a copy of transcript, certificate, diploma, grade report or attendance confirmation indicating what you have attended, completed or earned. Elective activities shall have taken place within the five (5) years immediately prior to application for this exam.</i>
Hold committee, task force, workgroup, subcommittee chair or council leader office in AHCAP or other healthcare professional society or organization	5 points per office or chair per year	
Participation as committee, task force, workgroup, or subcommittee member in AHCAP or other professional society or organization	3 points per committee per year	
Leadership role in organization other than AHCAP or other professional society (civic, religious, etc.)	3 points per office or chair per year	
Committee membership in organization other than AHCAP or other professional society (civic, religious, etc.)	1 point per committee per year	
Attendance at AHCAP Annual Conference or IAAP Annual Conference	Points will be awarded based on the number of sessions attended up to a total of 5 points. ½ point may be earned for attending each pre-conference session.	

Presenting an education session or participating on a panel at the AHCAP Annual Conference or IAAP Annual Conference. Documentation must be in the form of a certificate, a letter from the President or Conference Planning Committee Chair, or inclusion in the conference program agenda.	Presenting an education session — 2 points; participating on a panel — 1 point
Attendance at educational programs (meetings, seminars, workshops) offered by your state organization	2 points
Presenting an education session or participating on a panel at educational programs (meetings, seminars, workshops) offered by your state organization. Documentation must be in the form of a certificate, a letter from the President or Conference Planning Committee Chair, or inclusion in the conference program agenda.	Presenting an education session — 1 point; participating on a panel — ½ point
Attendance at other related professional organization meetings of one or more full days of programming	2 points
Presenting an education session or participating on a panel at other related professional organization meetings of one or more full days of programming. Documentation must be in the form of a certificate or a letter from the organization on official letterhead.	Presenting an education session — 1 point; participating on a panel — ½ point
Non-credit courses through an accredited secondary education provider	2 points each
Participation in seminars or training (including webinars) to develop or strengthen professional skills such as finance, retirement planning, conflict resolution, customer service, etc. Suggested resources include, but are not limited to: pryor.com for Conflict Resolution; Fred Pryor/Career Track — Online courses; nationalseminarstraining.com for Customer Service; Search conference locations by zip code; amanet.org for Public Relations; American Management Association (AMA) seminars and self studies	2 points each
Presenting in seminars or training (including webinars) to develop or strengthen professional skills such as finance, retirement planning, conflict resolution, customer service, etc. Documentation must be in the form of a certificate or a letter from the organization on official letterhead.	1 point
Maintained membership in AHCAP	1 point per year
Writing an educational article for publication in AHCAP's e-newsletter <i>In Focus</i> or IAAP OfficePro newsletter or state, local or facility newsletters/publications	1 point each
Attendance at in-service programs offered at your facility. Documentation must be in the form of an official certificate of participation or a letter from your supervisor or HR Director on official letterhead.	1 point per in-service for attending; 2 points per in-service for teaching/leading

Required Documentation

- Documentation of **professional experience** is required in the form of a letter of confirmation from your immediate manager or human resources administrator.
- Documentation of **education** must be in the form of a photocopy of the diploma(s) or official transcripts.
- Documentation of **elective activities** must be in the form of photocopied or original certificates or letters of completion issued by the provider and must cite the name of the person who completed the activity, the date(s) of instruction or date of course completion, the title of the activity, the name of the provider and the number of clock or credit hours for the activity.
- Documentation of **leadership roles** must be provided in the form of a signed statement or letter by another officer or chairman within the organization. *(This applies for all non-AHCAP committees, including professional societies, civic or religious committees.)*

DOCUMENTATION WILL NOT BE RETURNED.

D. Fees

	Members	Non-Members
Application Fee	\$50.00	\$150.00
Exam Fee	\$100.00	\$200.00
Re-Test Fee	\$50.00	\$100.00
Recertification Fee	\$100.00	\$200.00

All fees must be paid by money order, check or credit card. Checks should be made payable to AHCAP. All fees are non-refundable.

E. Application Process

To apply for cHAP certification, please fill out the enclosed application. You may also download the application from the website at ahcap.org or contact AHCAP Headquarters to request a copy. Completed applications, along with all supporting documentation, as well as application and exam fees should be sent to:

AHCAP
2301 River Road, Suite 102
Louisville, Kentucky 40206
(888) 320-0808
ahcap@hqtrs.com

AHCAP will confirm receipt of the completed application to the email address provided by the candidate. Please allow up to 10 business days for the application to be processed and reviewed to ensure eligibility requirements have been met. Please direct all questions to AHCAP Headquarters at (888) 320-0808 or ahcap@hqtrs.com.

F. Notice of Approval to Sit for the cHAP Exam

Once AHCAP has confirmed that the candidate has met the eligibility requirements, they will be notified of approval to sit for the exam via the email provided on the application. The applicant will also receive the exam link and instructions for completing the online exam.

Denial of Eligibility and Appeal

Reasons for denial of eligibility may include, but may not be limited to:

- The application and supporting documentation does not adequately substantiate that the required number of qualifying points have been earned.
- Certificates of completion of elective activities fail to cite the name of the applicant, the course or the provider. Or the date(s) of instruction/completion, or the number of clock or credit hours of the elective activity.
- The applicant has a history of criminal conduct involving financial, violent or fraudulent offenses.
- Part of the application is incomplete or illegible.
- The application is not accompanied by the correct fee, made payable to AHCAP.
- The application is not from the current version of the cHAP Applicant Handbook.
- The application is not signed and dated.

If the candidate has not met the eligibility requirements due to a deficiency of qualifying points, the applicant will be notified by email and informed of the number of points needed to meet the requirement. The candidate will be allowed one (1) year following the date of the application to document the required qualifying points.

If the candidate has not met the eligibility requirements because the documented points do not qualify, the applicant will be notified by email and informed of the reason the points do not qualify.

Adverse eligibility decisions may be appealed to the AHCAP Board of Directors. To appeal an adverse eligibility decision, an applicant must submit a written notice of appeal within 30 days of the eligibility denial notice to AHCAP Headquarters at:

AHCAP
2301 River Road, Suite 102
Louisville, Kentucky 40206
(888) 320-0808
ahcap@hqtrs.com

Appeal

The notice of appeal must include the applicant's name, current address, phone, email address, and factual documentation supporting the appeal. The applicant shall bear the burden of proving that the denial of eligibility was based on an erroneous determination of fact or policy by AHCAP. Appeals shall be reviewed monthly and a written notice of determination will be sent to the candidate within seven days to the email address provided on the application.

NOTE: There is no appeal allowed based on incomplete applications.

G. Taking the Exam

Upon notification from AHCAP of the applicant's eligibility to sit for the exam and receipt of the exam link and instructions, **candidates have two weeks to complete the online exam.**

The exam is composed of multiple choice questions, true/false questions and fill-in-the-blank questions. All questions are arranged randomly and only one answer per question is correct. There are no 'trick' questions. No points are subtracted for incorrect answers so, if you are uncertain of your answer, it is to your advantage to make an educated guess. All questions are at a similar level of difficulty and are weighted equally.

H. Notification of Exam Results

Candidates will receive the results (pass/fail) of their exam immediately via email. Those who pass will be awarded the cHAP designation. The new designee will receive a certificate, sent to the address provided on the application, and will be recognized in the AHCAP e-newsletter *In Focus*.

Candidates who do not pass the exam will not be awarded the cHAP designation. They will be sent, via email, instructions on how to apply for a re-test. A re-test fee is required, and candidates may re-test up to three times in a 24-month period.

I. Renewal of Certification

To maintain the cHAP designation, certification must be renewed every three (3) years. cHAP designees will receive notice that their cHAP is due for renewal six (6) months prior to the renewal deadline, along with the application for renewal and instructions for completing the same.

Renewal applications must be submitted to AHCAP no less than thirty (30) days before the expiration of the current certification. If you do not renew your certification by the given deadline, your certification will lapse and you will not be able to use the cHAP designation until you have completed the cHAP renewal process.

Renewal criteria are as follows (all verification dates must be after the date of original certification or last recertification):

Points required: **30 points**

Renewal Fee: **\$100.00 for AHCAP Members**
 \$200.00 for Non-Members

Continuing Education	
<i>Continuing Education includes courses, conference attendance, training programs, leadership experience, AHCAP membership and the like. Verification is required in the form of a copy of transcript, certificate, diploma, grade report or attendance confirmation indicating what you have attended, completed or earned. Continuing Education shall have taken place within the five (5) years immediately prior to application for this exam.</i>	
College credit earned through AHCAP's preferred education providers other accredited secondary education provider	1 point per credit hour earned
Attendance at AHCAP Annual Conference or IAAP Annual Conference	Points will be awarded based on the number of sessions attended up to a total of 5 points. ½ point may be earned for attending each pre-conference session.
Attendance at educational programs (meetings, seminars, workshops) offered by your state organization	2 points
Attending a live AHCAP webinar that has pertinent application to your job function	2 points

Required Documentation

- Documentation of **professional experience** is required in the form of a letter of confirmation from your immediate manager or human resources administrator.
- Documentation of **education** must be in the form of a photocopy of the diploma(s) or official transcripts.
- Documentation of **elective activities** must be in the form of photocopied or original certificates or letters of completion issued by the provider and must cite the name of the person who completed the activity, the date(s) of instruction or date of course completion, the title of the activity, the name of the provider and the number of clock or credit hours for the activity.
- Documentation of **leadership roles** must be provided in the form of a signed statement or letter by another officer or chairman within the organization. *(This applies for all non-AHCAP committees, including professional societies, civic or religious committees.)*

DOCUMENTATION WILL NOT BE RETURNED.

J. Notices

Criminal Background Check

AHCAP reserves the right to perform a criminal background check on applicants. By submitting the application, the applicant authorizes AHCAP to access the applicant's confidential information indefinitely until such permission is revoked in writing. Failure to provide accurate, true and correct information shall constitute grounds for denial of an application or revocation of a credential.

About AHCAP

The Association for Healthcare Administrative Professionals is the central connection for healthcare administrative professionals, providing quality services and publications designed to help you excel in the healthcare field and reach your maximum potential. AHCAP provides recognition for the profession, communication on a broad range of healthcare issues, information on the latest technologies, and a forum for the exchange of best practices. Its members include directors, managers and administrative staff who are directly involved in or responsible for the seamless administration of high-level departments in healthcare organizations.

Changes to the cHAP application process, requirements and exam fees

Eligibility requirements, fees and materials are subject to change without prior notice. All applicants are required to meet and abide by the fees and application requirements and process in place on the date their application is received at AHCAP headquarters. When submitting your application, please note the effective date on the application and handbook and check the AHCAP website for any updated documents.

Copyright

The cHAP Handbook, application and supporting materials are published by the Association for Healthcare Administrative Professionals (AHCAP), 2301 River Road, Suite 102, Louisville, Kentucky 40206, (888) 320-0808, ahcap@hqtrs.com, ahcap.org.

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Confidentiality

Applicant's contact information, payment information and cHAP status is confidential. AHCAP will publish the names of those awarded the cHAP designation AHCAP's e-newsletter *In Focus*.

Non-discrimination

AHCAP does not discriminate on the basis of race, color, religion, political convictions, national origin, sex, disability, sexual orientation, gender identification or age.

EXAM SAMPLE QUESTIONS

Software

To change the margins of a document, one would use which tool?

- A. Page Dimensions
- B. Page Layout
- C. Margin Format
- D. Margin Layout

Healthcare Regulatory

What agency provides permission to a facility to operate as a hospital?

- A. Joint Commission on Accreditation of Healthcare Organizations
- B. Centers for Medicare and Medicaid Services
- C. State licensing office
- D. County department of health

Governance

What is usually the most expensive line item in a hospital's budget?

- A. Drugs and medical supplies
- B. Food
- C. Personnel
- D. Utilities

Grammar

Choose the correct word to complete this sentence:

_____ do you bank with?

- A. Who
- B. Whom
- C. Whoever
- D. Whomever

Clerical

All are media storage devices, except

- A. CD-R
- B. Jump Drive
- C. LCD
- D. External Hard Drive

EXAM REFERENCES

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2. *Supervision: Concepts and Skill Building*; 8th Edition; Samuel C. Certo, Dana Loewy; McGraw-Hill; Publication: September 6, 2012
3. *Procedures and Theory for Administrative Professionals*; 7th Edition Patsy Fulton-Calkins, Ph.D., Karin M. Stulz, M.A. ED, Kellie A. Schumack; Cengage Learning; Publication: January 2012
4. *The Office: Procedures and Technology*; 6th Edition; Mary Ellen Oliverio, William R. Pasewark, Bonnie R. White; South-Western; Publication: March 4, 2012
5. *IAAP Complete Office Handbook*; (The Essential Reference for Today's Office; 3rd Edition; Susan Jaderstrom, Leonard Kruk, and Joanne Miller; Random House Reference; Copyright 2002
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19. Sutherland, Jon, and Canwell, Diane. *Business Administration for Secretarial Certificates*. Heinemann Educational Secondary Division, 1997.
20. Merriam-Webster's Secretarial Handbook. 3rd Edition. Merriam-Webster, 1993.
21. Microsoft: microsoft.com
22. Shauna Kelly: shaunakelly.com/word
23. Centers for Medicare and Medicaid Services: cms.gov
24. Occupational Safety and Health Administration: osha.gov/about.html

BODY OF KNOWLEDGE

CLERICAL

- Basic knowledge
- Bookmarking
- Document formatting
- Hardware
- Internet
- Printing terms
- Referencing
- Search engines
- Short-cut key combinations
- Telecommunication equipment
- Time management
- Types of files
- Windows functions

HEALTHCARE REGULATORY/GOVERNANCE

- Basic knowledge
- Board governance
- Compensation for care
- Effective reporting
- Federal/state organizations
- Government programs
- Healthcare legislation
- Healthcare terms
- Hospital billing
- Hospital departments
- Hospital finance
- Hospital/healthcare reporting
- Human resources
- The Joint Commission (formerly JCAHO)
- Magnet status
- National organizations
- Non-profit status
- OSHA
- Physician specialties
- Sexual harassment
- Types of hospitals
- Quality improvement

GRAMMAR

- Basic knowledge
- Choose the correct sentence
- Choose the correctly spelled word
- Choose the correct word
- Proper pronouns for the office
- Sentence structure/syntax

SOFTWARE

- Microsoft Outlook
- MS program
- MS wizards
- Excel
 - Basic knowledge
 - Column sorting
 - Filtering
 - Formula writing
 - Graphs and charts
 - Navigation within excel
- PowerPoint
 - Animation schemes
 - Basic knowledge
 - Handouts
- Word
 - Basic knowledge
 - Formatting
 - Labels and envelopes
 - Margins
 - Tabs
 - Page set-up
 - Short-cut key combinations
 - Tracking
 - Toolbars

cHAP FREQUENTLY ASKED QUESTIONS

Q. I have earned my CAP certification through IAAP. Can I earn eligibility points for these?

A. No points are awarded solely for having earned the CAP designation. However, points will be awarded for the education, seminars and training you have obtained (CEUs) toward earning the CAP certification or recertification, upon proper documentation thereof.

Q. I am not able to complete the exam within 2 weeks of receiving the exam link from AHCAP, what should I do?

A. The examination must be completed within two weeks of receiving the exam link from AHCAP. There are no exceptions to this policy.

Q. What happens if I am not able to complete the exam within 90 minutes or I am timed out prior to completing the exam?

A. You have 90 minutes to complete the exam, approximately 100 questions. After 90 minutes, the exam will automatically close. Your score will be based on the questions you completed within the 90-minute mark. No additional time will be granted.

Q. When taking the exam online can I go back and recheck my answers?

A. No. Once you select "NEXT" at the bottom of a page, you cannot return to a previous page.

Q. I experienced an internet or other computer-related problem which prevented me from completing the exam?

A. Please contact AHCAP headquarters at (888) 320-0808 at the time of the error. If it is after business hours, please leave a detailed message with your name and contact information explaining the type of error, the message you received and when it occurred. AHCAP staff will verify the error and work with you to schedule a re-test.

Q. How can I pay for the cHAP application and exam fee?

A. All fees may be paid by money order, cashier's check, company check or personal check, payable to AHCAP. We also accept VISA, MasterCard, Discover and American Express. If paying by credit card, please provide all of the information requested on the application form, including the credit card account number, expiration date and the cardholder's signature.

Q. Do I have to be a member of AHCAP to earn the cHAP designation?

A. No, anyone in the healthcare administrative field who meets the eligibility requirements may apply for and earn the cHAP designation.

Q. Who created the cHAP certification?

A. The cHAP certification was created at the request of the AHCAP 2007 Advisory Council Chair, Gail Hazelwood in collaboration with the 2007 Education Committee and Certification Task Force. The exam was updated in 2018. The eligibility criteria and points were revised by the Education Committee and approved by the Board of Directors. The exam questions and answers, as well as the booklet and reference materials, were updated by an ad hoc committee of cHAP certified members.

Q. How often do I have to renew my cHAP designation?

A. To maintain the cHAP designation, certification must be renewed every three years. Please refer to Section I of this handbook for details on the renewal process.

Q. Is a college degree required to earn the cHAP designation?

A. No. The Traditional Track recognizes a variety of professional development activities, in addition to work history. It is possible to achieve the necessary number of points to be eligible to take the exam without having earned a college degree first.

Q. My application was denied because eligibility requirements have changed. How can that be since I'm using this handbook?

A. To maintain a substantive and valuable certification process, AHCAP leadership will regularly review criteria and exam content, and amend either to reflect changes in the healthcare administrative profession. As a result, cHAP requirements change periodically. Applicants are advised to check with AHCAP staff or on the website to make sure that they are using the most current application and handbook, as noted in section F of this handbook.



ASSOCIATION FOR **HEALTHCARE
ADMINISTRATIVE
PROFESSIONALS**

APPLICANT INFORMATION

Name _____ Credentials _____

Position/Title _____

Company _____

Business Address _____

City _____ State _____ Zip _____

Work Phone _____ Ext. _____

Email _____

	Members		Non-Members	
Application Fee	☐	\$50.00	☐	\$150.00
Exam Fee	☐	\$100.00	☐	\$200.00
Re-Test Fee	☐	\$50.00	☐	\$100.00
Recertification Fee	☐	\$100.00	☐	\$200.00
TOTAL PAYMENT	\$ _____			

☐ Check/Money Order (*made payable to AHCAP*)

Please charge my: ☐ Visa ☐ Mastercard ☐ American Express ☐ Discover

Name on Card _____

Card Number _____ Expiration Date _____ CVV Code _____

Signature _____

Send applications with check or credit card payment to: AHCAP, 2301 River Road, Suite 102, Louisville, KY 40202

Applicant's Manager or Human Resource Administrator

AHCAP reserves the right to contact the applicant manager to verify the application is true and correct and accurately reflects the professional and educational work completed by applicant.

Name of Manager _____

Email _____ Phone _____

Fast Track Program

The Fast Track Program is designed to accelerate the seasoned administrative professional's process to sit for the cHAP exam. Fast Track candidates must:

- ☐ Have been an administrative professional in a healthcare setting for seven (7) or more consecutive years; and
- ☐ Hold an associate degree or higher from an accredited college or university; and
- ☐ Have been a member in good standing with AHCAP for at least five (5) years; and
- ☐ Currently be a member in good standing with AHCAP.

Traditional Program

The Traditional program is designed for candidates who can confirm that they meet criteria in three categories: education, professional experience and elective activities; for a minimum total of 100 points. Points are earned as follows:

PROFESSIONAL EXPERIENCE

Choose one from the list below

☐ Have 12 to 35 months of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration	35 points
☐ Have 36 to 60 months of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration	50 points
☐ Have more than five years of full-time work experience in a healthcare setting or with a provider of healthcare industry services, with at least 50% of job duties dedicated to administration	65 points
Total Professional Experience points	

EDUCATION

Check all that apply

☐ Hold a baccalaureate degree or higher from an accredited college or university	30 points
☐ Have an associate degree from an accredited college or university	20 points
☐ Have earned a high school diploma or GED	10 points
☐ Have earned college credit through AHCAP's preferred education providers or another accredited secondary education provider	1 point per credit hour
Total Education points	

ELECTIVE ACTIVITIES

Check all that apply

☐ Hold committee, task force, workgroup, subcommittee chair or council leader office in AHCAP or other healthcare professional society or organization	5 points per office or chair per year
☐ Participation as committee, task force, workgroup, or subcommittee member in AHCAP or other professional society or organization	3 points per committee per year
☐ Leadership role in organization other than AHCAP or other professional society (civic, religious, etc.)	3 points per office or chair per year
☐ Committee membership in organization other than AHCAP or other professional society (civic, religious, etc.)	1 point per committee per year
☐ Attendance at AHCAP Annual Conference or IAAP Annual Conference	Points will be awarded based on the number of sessions attended up to a total of 5 points. ½ point may be earned for attending each pre-conference session.
☐ Presenting an education session or participating on a panel at the AHCAP Annual Conference or IAAP Annual Conference. Documentation must be in the form of a certificate, a letter from the President or Conference Planning Committee Chair, or inclusion in the conference program agenda.	Presenting an education session — 2 points; participating on a panel — 1 point
☐ Attendance at educational programs (meetings, seminars, workshops) offered by your state organization	2 points
☐ Presenting an education session or participating on a panel at educational programs (meetings, seminars, workshops) offered by your state organization. Documentation must be in the form of a certificate, a letter from the President or Conference Planning Committee Chair, or inclusion in the conference program agenda.	Presenting an education session — 1 point; participating on a panel — ½ point
☐ Attendance at other related professional organization meetings of one or more full days of programming	2 points
☐ Presenting an education session or participating on a panel at other related professional organization meetings of one or more full days of programming. Documentation must be in the form of a certificate or a letter from the organization on official letterhead.	Presenting an education session — 1 point; participating on a panel — ½ point
☐ Non-credit courses through an accredited secondary education provider	2 points each
☐ Participation in seminars or training (including webinars) to develop or strengthen professional skills such as finance, retirement planning, conflict resolution, customer service, etc. Suggested resources include, but are not limited to: pryor.com for Conflict Resolution; Fred Pryor/Career Track — Online courses; nationalseminarstraining.com for Customer Service; Search conference locations by zip code; amanet.org for Public Relations; American Management Association (AMA) seminars and self studies	2 points each
☐ Presenting in seminars or training (including webinars) to develop or strengthen professional skills such as finance, retirement planning, conflict resolution, customer service, etc. Documentation must be in the form of a certificate or a letter from the organization on official letterhead.	1 point
☐ Maintained membership in AHCAP	1 point per year
☐ Writing an educational article for publication in AHCAP's e-newsletter <i>In Focus</i> or IAAP OfficePro newsletter or state, local or facility newsletters/publications	1 point each
☐ Attendance at in-service programs offered at your facility. Documentation must be in the form of an official certificate of participation or a letter from your supervisor or HR Director on official letterhead.	1 point per in-service for attending; 2 points per in-service for teaching/leading
☐ Certificate training programs.	points awarded are based upon program content and length
Total Elective Activities points	

**TOTAL NUMBER OF POINTS FROM EACH SECTION
(EXPERIENCE, EDUCATION AND ELECTIVE ACTIVITIES)**

Required Documentation

- Documentation of **professional experience** is required in the form of a letter of confirmation from your immediate manager or human resources administrator.
- Documentation of **education** must be in the form of a photocopy of the diploma(s) or official transcripts.
- Documentation of **elective activities** must be in the form of photocopied or original certificates or letters of completion issued by the provider and must cite the name of the person who completed the activity, the date(s) of instruction or date of course completion, the title of the activity, the name of the provider and the number of clock or credit hours for the activity.
- Documentation of **leadership roles** must be provided in the form of a signed statement or letter by another officer or chairman within the organization. *(This applies for all non-AHCAP committees, including professional societies, civic or religious committees.)*

DOCUMENTATION WILL NOT BE RETURNED.

AGREEMENT AND AFFIDAVIT OF cHAP APPLICATION – FOR cHAP EXAMINATION

The undersigned applicant hereby certifies and swears that all information provided in this application is true and factual. Should the Association find through confirmation or any other means that any statements made by applicant are not factual; such statements will jeopardize applicant's ability to be awarded or to retain the cHAP Certification. The undersigned applicant declares that the following information is true.

Furthermore, the undersigned applicant hereby certifies and swears that the cHAP exam will be completed solely by the applicant with no additional help from co-workers, reference materials or any other resource. Should the Association find through confirmation or any other means that this statement was not upheld by applicant, it will jeopardize applicant's ability to be awarded or to retain the cHAP Certification. The undersigned applicant declares that the following information true.

I understand that I cannot use the cHAP designation until I have completed the certification requirements and have been notified in writing that it has been awarded to me. In addition, I hereby consent and swear that the information contained in this application is correct and complete to the best of my knowledge.

I am an applicant for the cHAP Certification and as a part of that application process I certify that I have completed this application and the information contained herein is correct and complete to the best of my knowledge.

Applicant's Name _____ Date _____

Signature of applicant _____

Eligibility requirements, fees and materials are subject to change without prior notice.

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